

HARRIS COUNTY MUNICIPAL UTILITY DISTRICT NO. 552

17495 Village Green Dr.
Houston, Texas 77040
832-467-1599
832-467-1610 Fax
www.edpwater.com

Dear New Customer:

Welcome to the Harris County Municipal Water District #552. The following information is being provided to help you become familiar with the policies and procedures relating to your water and sewer service.

The district requires a \$100.00 security deposit along with a non-refundable \$25.00 application fee, to be paid at the time of application for service. The deposit, application fees, completed application and signed Customer Service Agreement are required to set up service. Please call the office for your payment options. The deposit will be refunded when your account is closed and paid in full.

Service is provided at the following rates*, subject to change.

Basic Monthly Service (includes trash pickup)
\$95.00 Flat Rate

Your due date is the 24TH of each month. A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "After Due Date" block on your bill.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address and an \$8.00 letter fee will added to your account. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$50.00 disconnect fee will be added to your account. An additional deposit of \$100.00 may also be required after service disconnection. Full payment will be required to restore service, payable by money order or cashier's check only. A \$30.00 charge will be assessed on all checks returned by the bank.

Harris County Municipal Utility District 552 has contracted Texas Pride to provide trash collection services. If you have any questions about trash services please contact Texas Pride at **281-342-8178**.

The District's operator is EDP (Environmental Development Partners). You can contact them at **832-467-1599**. Emergencies are responded to 24 hours a day. Billing questions and non-emergency calls are taken Monday through Friday, 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.

Payments may be made in person or placed in drop box at:

17495 Village Green Drive, Houston, TX 77040, located near Jones Rd. and HWY 290



Environmental Development Partners

WATER UTILITY SERVICES
832-467-1599
FAX: 832-467-1610

APPLICATION FOR RESIDENTIAL UTILITY SERVICE

NAME OF DISTRICT: Harris County M.U.D. #552

DATE: _____

ADDRESS FOR SERVICE REQUEST	STREET ADDRESS			CITY	
				ZIP	
NAME OF RESIDENT			TELEPHONE		
MOVE IN DATE					
BILLING ADDRESS	INDICATE IF SAME AS ABOVE				
RENT OR OWN HOME? (CIRCLE ANSWER)	RENT/OWN (Please provide Lease Agreement/ Settlement Statement)	EMAIL ADDRESS			
EMPLOYMENT	COMPANY		ADDRESS		
	TELEPHONE				
PREVIOUS ADDRESS					
DRIVERS LICENSE	STATE	NUMBER	Must provide photo copy of ID/License		
FEES (FOR DISTRICT USE ONLY)		DEPOSIT	APPLICATION FEE	FEES PAID	DATE
		\$100.00	\$25.00	\$	

IS IRRIGATION SYSTEM INSTALLED? _____ POOL / SPA? _____

- APPLICANT IS REQUIRED TO SIGN A CUSTOMER SERVICE AGREEMENT TO RECEIVE SERVICE.
- APPLICANT MUST SUBMIT FULL PAYMENT FOR ALL FEES AND DEPOSIT WITH APPLICATION.

APPLICANT'S FAILURE TO ADHERE TO ALL REQUIREMENTS CONTAINED IN THE DISTRICT'S RATE ORDER MAY RESULT IN FINES, PENALTIES AND A DELAY OR DENIAL OF SERVICE ESTABLISHMENT. A COPY OF THE DISTRICTS RATE ORDER IS AVAILABLE UPON REQUEST.

DATE: _____ SIGNATURE: _____

PRINTED NAME: _____

Please Make Check Or Money Order Payable To: **Harris County M.U.D. #552**

Harris County Municipal Utility District No. 552
Appendix A: CUSTOMER SERVICE AGREEMENT

SECTION I. PURPOSE. Harris County Municipal Utility District No. 552 (the "District") is responsible for protecting its Water Supply System from contamination or pollution which could result from unacceptable plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this Customer Service Agreement before the District will begin service.

SECTION II. PLUMBING RESTRICTIONS. The following unacceptable plumbing practices are prohibited by State regulations.

- A. No direct connection between the District's Water Supply System and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the District's Water Supply System and a private water system is permitted. These potential threats to the District's Water Supply System public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the District's Water Supply System is permitted.
- D. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

SECTION III. SERVICE AGREEMENT. The following are the terms of this Customer Service Agreement between Harris County Municipal Utility District No. 552 (the "District") and _____ (the "Customer").

- A. The District will maintain a copy of this Customer Service Agreement as long as Customer and/or the premises is connected to the District.
- B. Customer shall allow his/her property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other

unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's normal business hours.

- C. The District shall notify Customer in writing of any cross-connection or other unacceptable plumbing practice which has been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- E. The Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance records shall be provided to the District.

SECTION IV. ENFORCEMENT. If Customer fails to comply with the terms of the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement shall be billed to Customer.

NOTE: THE PURPOSE OF THE CUSTOMER SERVICE AGREEMENT IS TO NOTIFY CUSTOMERS OF THE PLUMBING RESTRICTIONS OF THE DISTRICT ADOPTED TO PROTECT THE DISTRICT'S WATER SUPPLY SYSTEM. INSPECTIONS ARE CONDUCTED BY THE DISTRICT'S OPERATOR IN ACCORDANCE WITH THIS SERVICE AGREEMENT ARE FOR THE SOLE PURPOSE OF DISCOVERING AND ELIMINATING UNACCEPTABLE PLUMBING PRACTICES. THE DISTRICT OR THE DISTRICT'S OPERATOR MAKES NO REPRESENTATION AS TO THE ADEQUACY, QUALITY, OR FITNESS OF THE CUSTOMERS PRIVATE PLUMBING FACILITIES.

CUSTOMER'S SIGNATURE: _____

DATE: _____

ADDRESS: _____
